Agenda

- What is a Service Map?
- The Benefits of Service Mapping
- Service Maps Help Business Services
- Manual and Automated Service Maps
- Auto Service Maps – How They Work
- The Market For Service Mapping Tools
- Conclusion
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A service map show relationships between a business service and its IT components

“What’s in a name? that which we call a rose
By any other name would smell as sweet;”

- Shakespeare
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Service maps help to create a service view of IT

- Map information is stored into the CMDB
- Instead of a server oriented view, we now have a service oriented view of IT
Service maps are useful with ITSM and DCM

- Map info stored in the CMDB
- CMDB data accessed by IT Service Management (ITSM) processes
- CMDB data accessed by Data Centre Migration (DCM) projects
- ITSM processes and DCM projects are now “service-aware”
IT and the Business can now speak the same language

- CMDB now acts as a translator and navigator for Business and IT
- Business service owners’ KPI is the uptime and reliability of the service
- Service maps contain relationships that, properly used, support this KPI
- Infrastructure owners know what services are affected by outages and changes
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Today, enterprises are dependent on business services delivered by their IT.

- A business service needs to be
  - Highly available
  - Responsive
- If not, then
  - Reputational risk impacted
  - Outage costs escalate
A business service depends on many complex IT components

- Applications
- Middleware
- Databases
- Storage
- Servers
Any component outage can render a business service unusable

• How to best mitigate risk of outage quickly?
• Provide accurate and up-to-date service maps of a business service
• Maps show all IT components and their relationships
• Maps can help prevent business service outage by root cause of component issues quickly
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There are 2 ways to create service maps

- Traditionally, **manual effort** required to map discovered services and applications to create a service map
  - Legacy discovery tools provide this manual dependency mapping capability
  - Uses an horizontal approach to discovery

- **The new way** - **automate** this service mapping capability
  - Uses a vertical approach to discovery
Traditional manual methods

- Ineffective and costly, e.g.
  - ADDM TPL scripts
  - CCA Blueprints
- Niche programmer or SME required
- Takes a long time to build a service map (> 2 weeks)
- Maintenance overhead for service map changes
  - due to ongoing infrastructure changes
- Accelerating pace of IT change => inaccurate and out-of-date service maps
- Unsustainable over time
Automated service maps

- Creates a virtuous circle of positive impact
- Reduced effort to create a service map
- Reduced service map maintenance
- Reduced change related incidents due to improved service visibility during change planning
- Faster service issue resolution and reduced downtime due to better root cause analysis
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How automated service maps are built

- Credentials are required to be added to each node that is discovered prior to its “discovery”
- Credentials use same protocols as other agentless discovery tools
  - WMI, SSH, SNMP etc
- Vertical (top down) approach to discovery
  - Uses same entry point as human user for initial access
- Each scan discovers only relevant nodes of a given business service
  - Uses configuration and connectivity patterns to achieve this
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Conclusion

• Service mapping changes the game from server to service management
• Traditional manual methods are unable to provide accurate and up-to-date maps
• Automated service mapping fulfils original promise of accurate service maps in the CMDB, facilitating productivity gains for each business service and IT
Thank You